

Amendment to Accompany Request

for Continued Examination

Serial No. 09/474,643

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determining whether the service order meets a set of predefined criteria that indicate a likelihood of an unnecessary dispatch by examining selected sections of the service order;

if the service order meets the set of predefined criteria, then determining whether the dispatch is unnecessary; and

if the dispatch is unnecessary, then eliminating the dispatch by correcting the service order and canceling a dispatch order for the dispatch.

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21. (New) The method of Claim 1, wherein the service order is for a new install.

22. (New) The method of Claim 1, wherein the service order is for a reinstall/reconnect.

23. (New) The method of Claim 1, wherein a dispatch order corresponding to the service order is generated and wherein canceling the dispatch comprises:

generating a corrected service order;

determining whether the corrected service order corresponds to the dispatch order; and

if the corrected service order corresponds to the dispatch order, then canceling the dispatch order.

24. (New) The system of Claim 11, wherein the service order is for a new install.

25. (New) The system of Claim 11, wherein the service order is for a reinstall/reconnect.

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26. (New) The system of Claim 11, wherein if the service order requires a dispatch, then the work management center generates a dispatch order.

27. (New) The system of Claim 26, wherein the service order control system generates a corrected service order and wherein the work management center determines whether the corrected service order corresponds to the dispatch order and if the corrected service order corresponds to the dispatch order, then the work management center cancels the dispatch order.

28. (New) The method of Claim 17, wherein the service order is for a new install.

29. (New) The method of Claim 17, wherein the service order is for a reinstall/reconnect.

30. (New) A method for eliminating a dispatch of a service technician specified by a service order that is related to installation and that includes any necessary facilities assignments which is unnecessary, comprising:

determining whether the service order meets a set of predefined criteria that indicate a likelihood of an unnecessary dispatch by examining selected sections of the service order;

if the service order meets the set of predefined criteria, then determining whether the dispatch is unnecessary; and

if the dispatch is unnecessary, then eliminating the dispatch by:

generating a corrected service order;

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determining whether the corrected service order corresponds to a dispatch order generated in response to the service order; and

if the corrected service order corresponds to the dispatch order, then canceling the dispatch order.

31. (New) A system for eliminating unnecessary dispatches, comprising:

- a service order control system for receiving service requests from a source, for generating a service order that is related to installation and that includes any necessary facilities assignments, and for generating a corrected_service_order in response to a communication from a trap service order system;
- a work management center for receiving the service order from the service order control system, for determining whether the service order requires a dispatch, if the service order requires a dispatch, then generating a dispatch_order, for receiving the corrected service order from the service order control system, for determining whether the corrected service order corresponds to the dispatch order, and if the corrected service order corresponds to the dispatch order, then canceling the dispatch order; and
- the trap service order system for monitoring the service order generated by the service order control system, for determining whether the service order requires a dispatch, if the service order requires a dispatch, then determining whether the dispatch is unnecessary by comparing a service order type and information in a selected field of the service order with a set of predefined criteria that indicate the service order is likely to cause an unnecessary dispatch, and if the dispatch is unnecessary, for communicating with the service order control system.